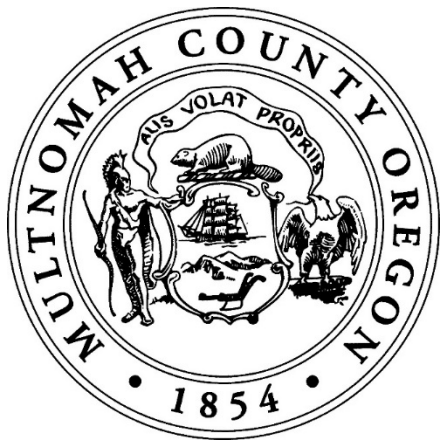


# Beyond the Written Report

*PowerPoint with Voice Over*

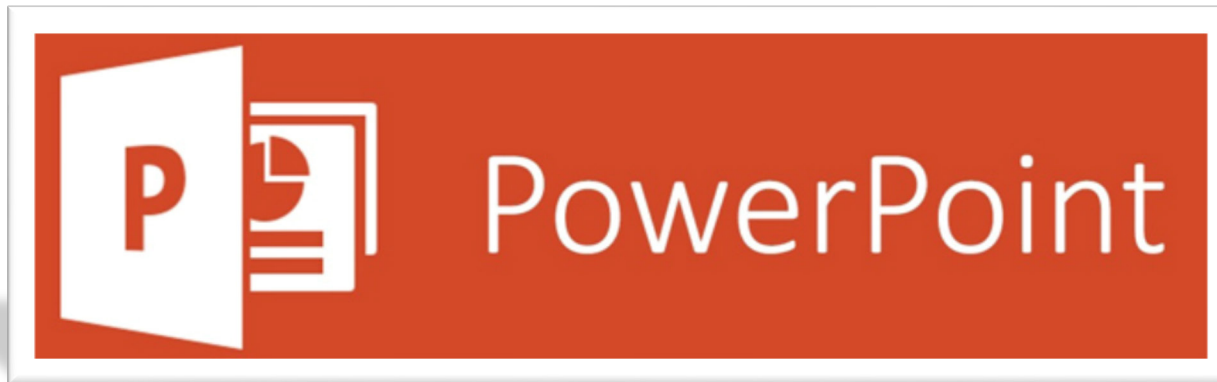


**Steve March, County Auditor**

**Nicole Dewees, Senior Management Auditor**

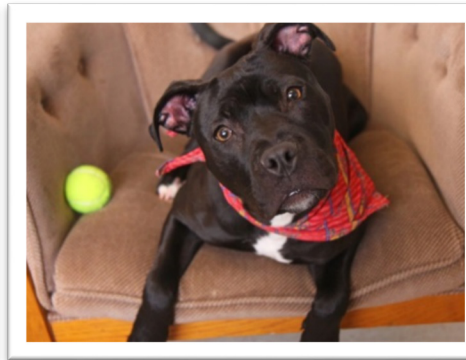
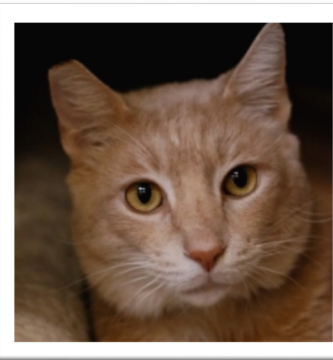
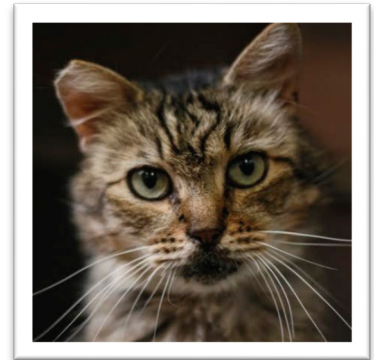
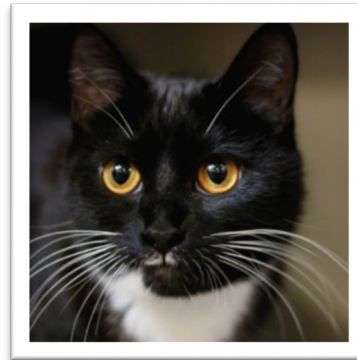
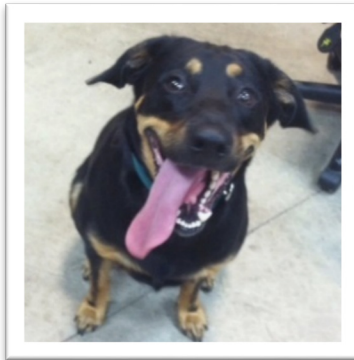
**Jennifer McGuirk, Senior Management Auditor**

# Video Audit Report =



+





*How do we reach all of these people?*

County  
Commissioners

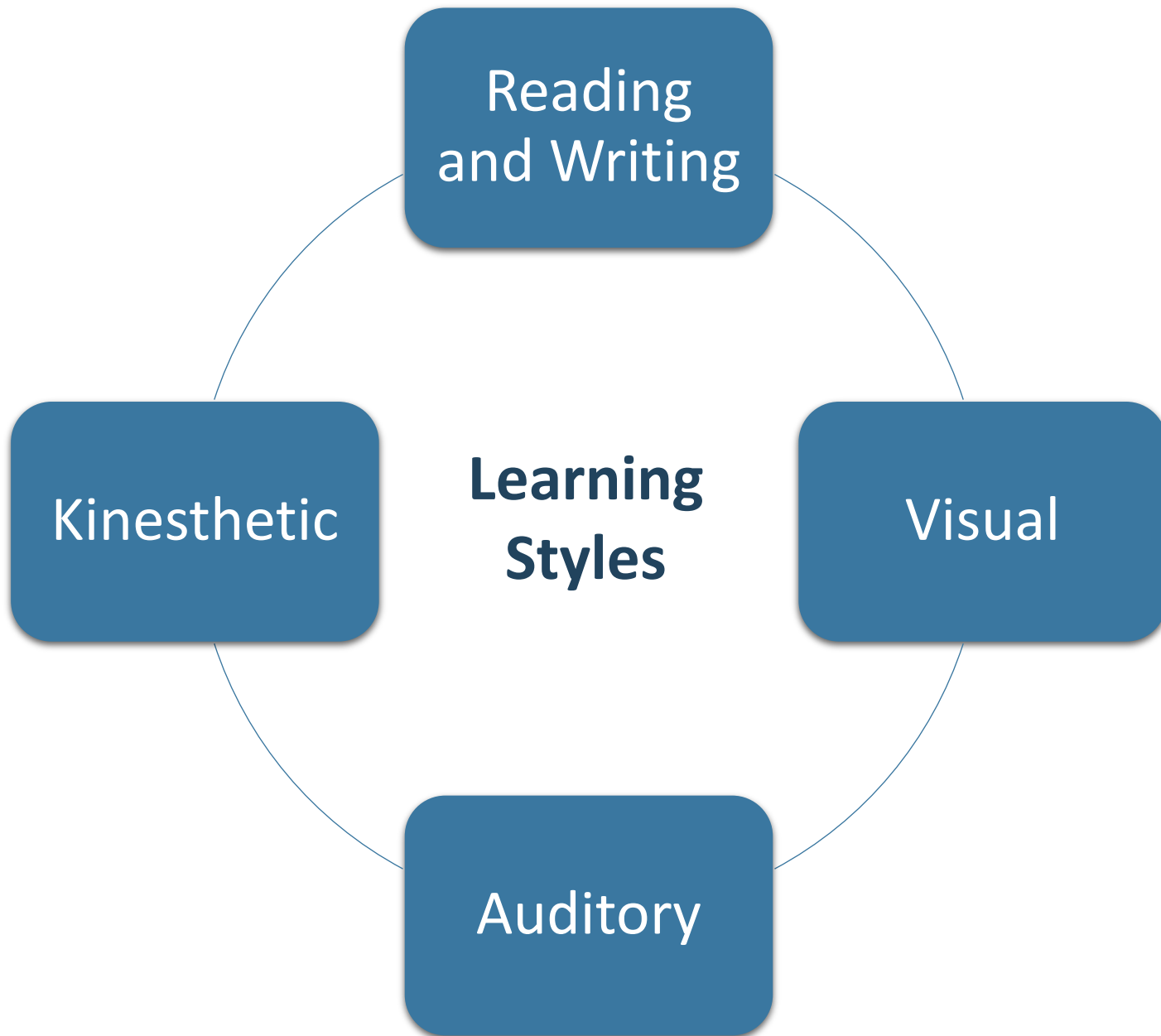
Animal rights  
activists

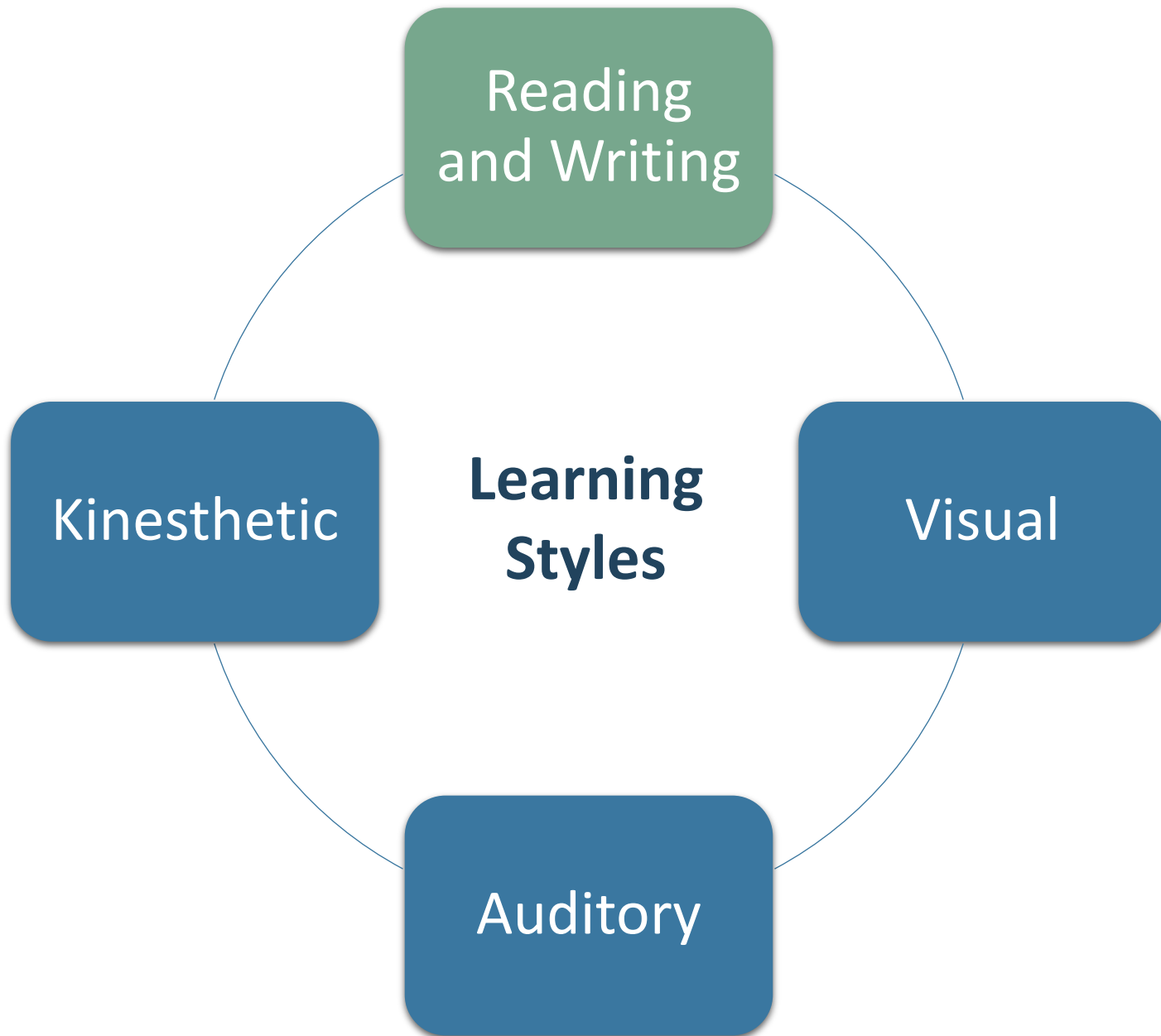
Pet  
owners

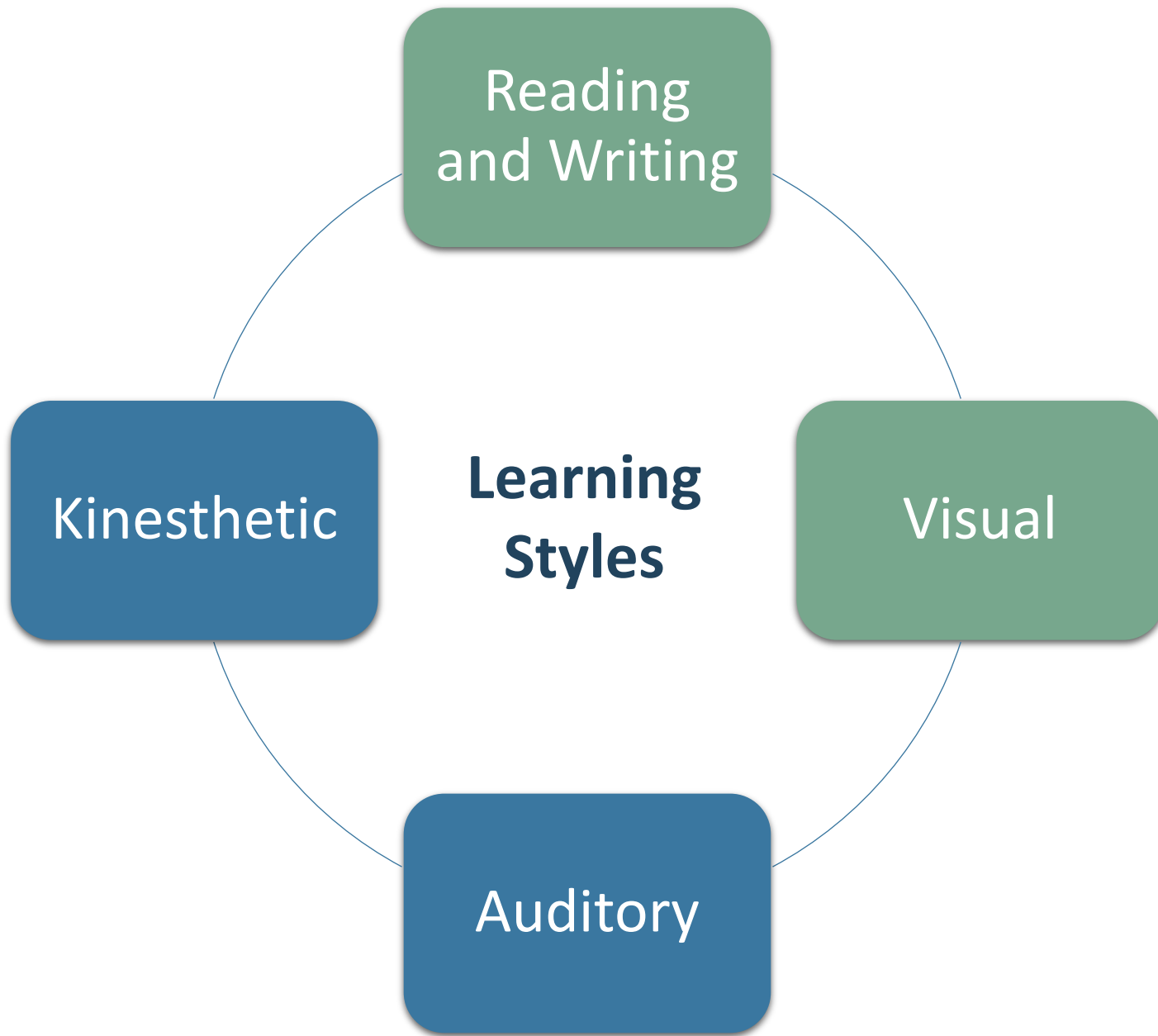
# **STAKEHOLDERS**

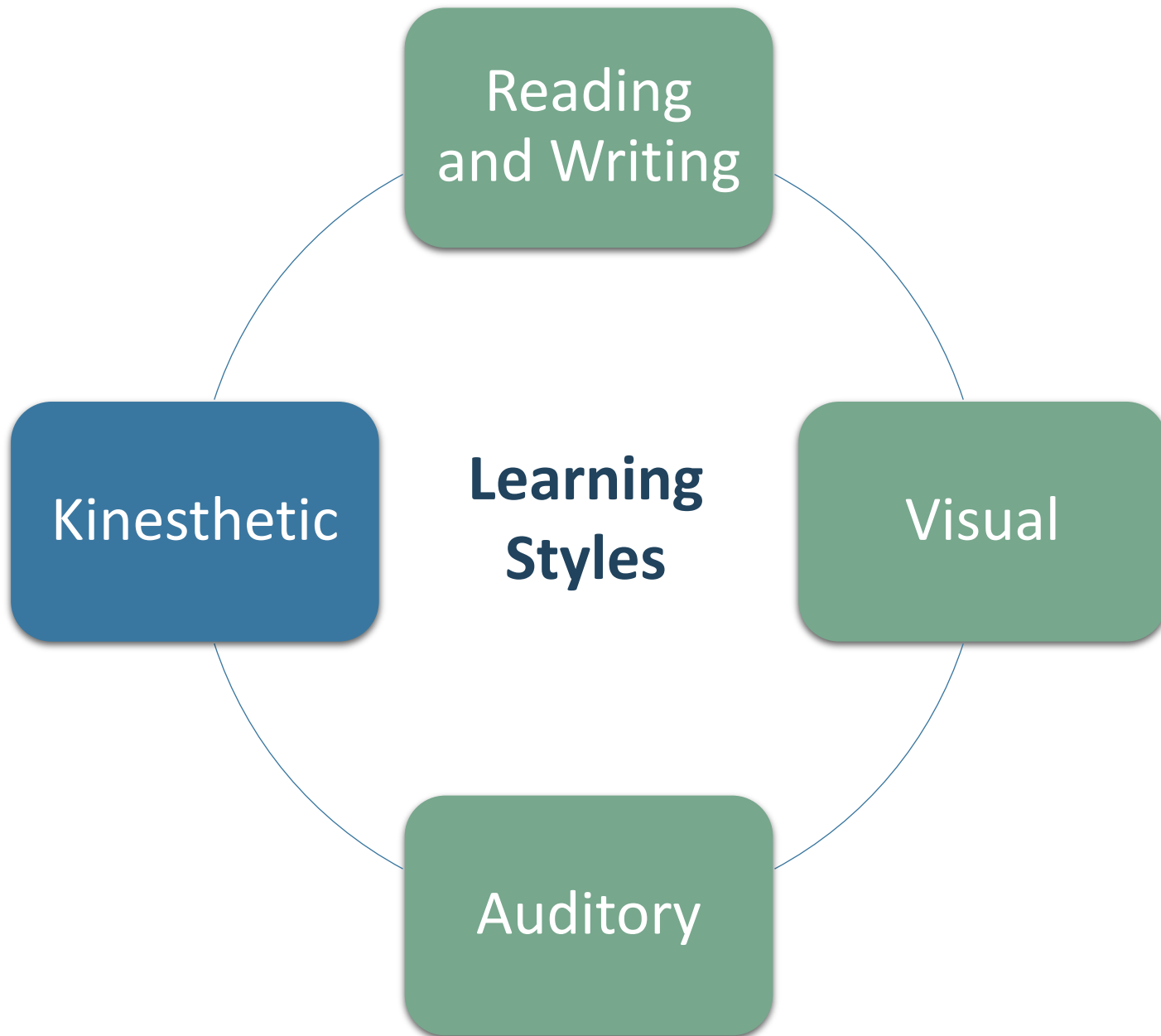
Animal Services  
staff and  
volunteers

Other animal  
rescue  
organizations












← → ↻ <https://multco.us/auditor/animal-services> ☆

 **Multnomah County**    [Menu](#)   [Search](#)   [Services](#)   [Departments](#)    [Select Language](#) ▼

# Animal Services Audit


Multnomah County > Auditor

This website is the Multnomah County Auditor's Office's report on our audit of Multnomah County Animal Services.

- [Letter from County Auditor Steve March](#) (66.85 KB)
- [Animal Services' response letter](#) (841.26 KB)
- [Recommendations, Scope, and Methodology](#)


## Overview of Findings

Audit of Animal Services- Overview (Video 1)



The video player displays two images: a close-up of a tabby cat's face on the left and a black dog sitting on a couch with a red bandana and a yellow ball on the right.

### Animal Services Audit PDF

 [Download as PDF](#)  
(5.76 MB)

Download Animal Services Audit Report video transcripts in one PDF document.

Related document

### Animal Services Audit Staff

Staff who worked on the Animal Services Audit.

Page

<https://multco.us/auditor/animal-services>

# *Is anyone watching?*

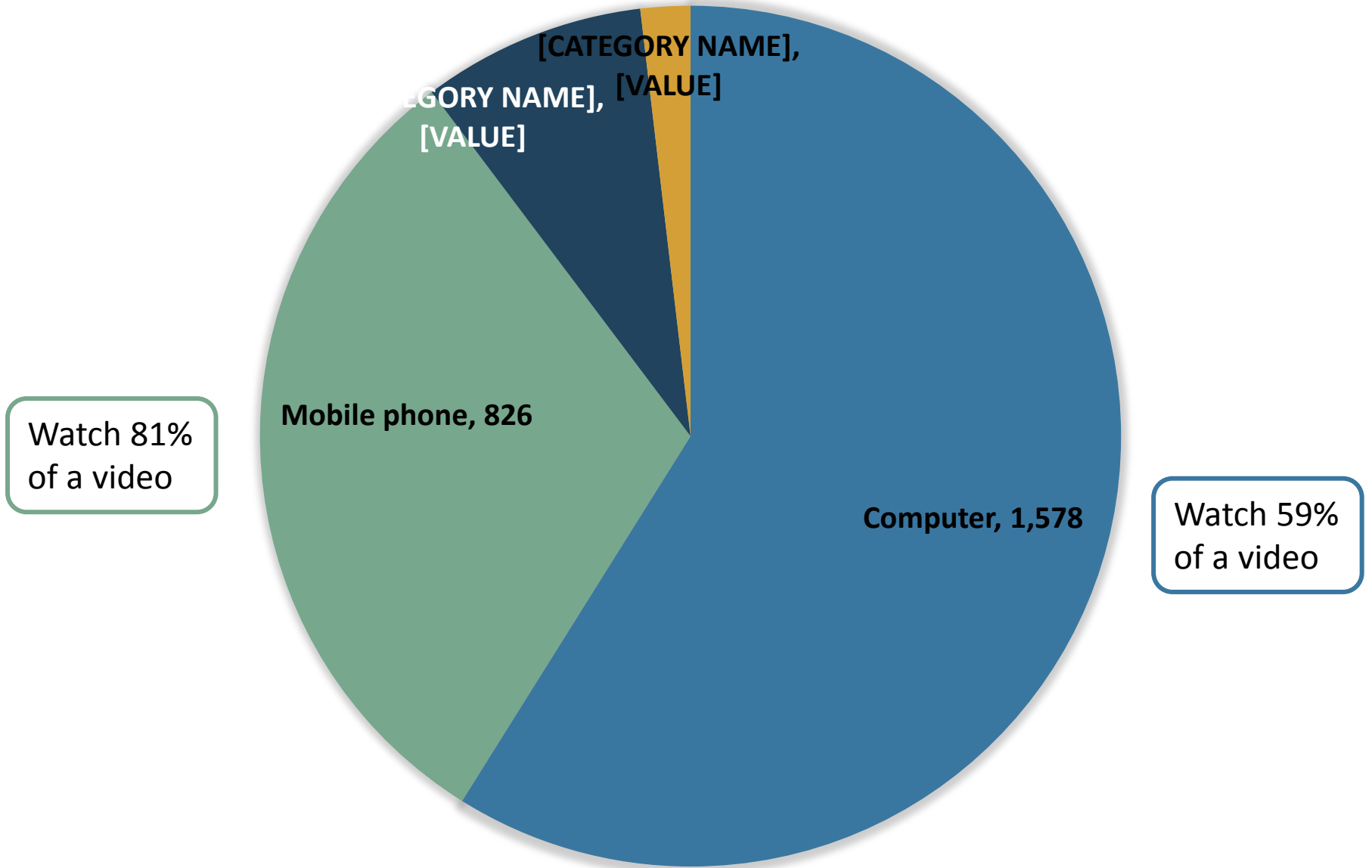
- PDF of report downloaded 33 times
- Videos watched 775 times (2,679 total minutes viewed)
  - Average video length: 5:05 minutes
  - Average view time: 3:54 minutes (77% of video viewed)
- YouTube average for videos of a similar length: 60% viewed

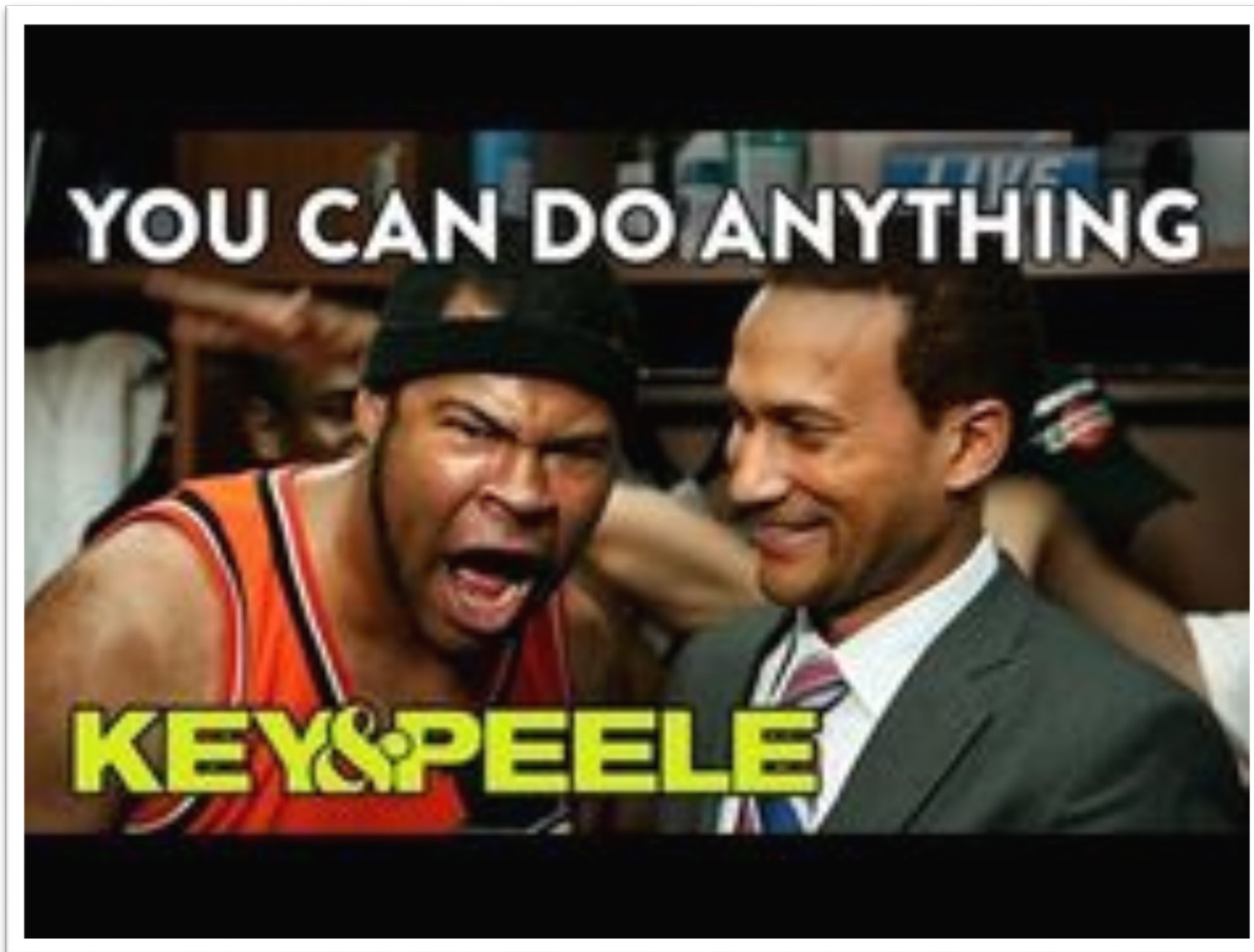
Data as of March 31, 2016



Image from <https://unsplash.com/alejandroescamilla>

# Minutes of Video Watched by Device Type As of March 31, 2016





<http://www.cc.com/video-clips/uixlkd/key-and-peepe-you-can-do-anything>

# ... in PowerPoint

Can you



© YouTube



© Microsoft

**2013 or newer**

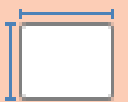
FILE

HOME

INSERT

DESIGN

TRANSITIONS



Slide Size ▾



Format Background



Standard (4:3)



Widescreen (16:9)

Custom Slide Size...

Font style selection area with 'Aa' icons and color swatches.

Slide Size, Format Background, and Customize options.

Slide navigation pane showing thumbnails for slides 1 through 6.

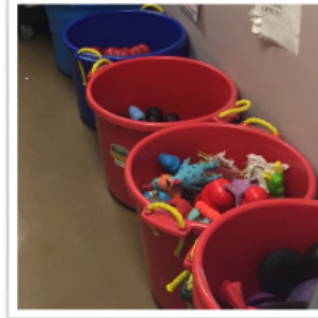
Main slide content area with a title, subtitle, three images, and three captions.

# Animal Services' shelter needs to establish an enrichment program.

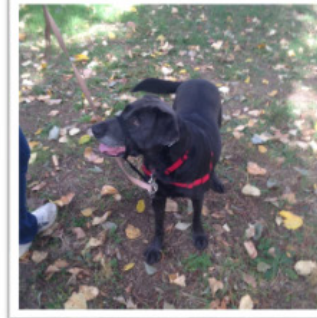
At a minimum, enrichment should include:



Regular social contact



Regular mental stimulation



Regular physical activity



Photos by Auditor's Office





Image from [freeimages.com/photographer/djajo-45155](https://www.freeimages.com/photographer/djajo-45155)



INS **SLIDE SHOW** REVIEW VIEW OFFIC

  Play Narrations  Monitor:

Use Timings  Use Preset

Show Media Controls

Record Slide Show ▾

-  Start Recording from Beginning...
-  Start Recording from Current Slide...
- Clear ▶



FILE


HOME


INSERT


DESIGN





Export

 Create PDF/XPS Document

 Create a Video

 Package Presentation for CD

 Create Handouts


 Change File Type


### Create a Video

Save your presentation as a video that you can burn to a disc, upload to the web, or email

- Incorporates all recorded timings, narrations, and laser pointer gestures
- Preserves animations, transitions, and media

 [Get help burning your slide show video to DVD or uploading it to the web](#)

 **Presentation Quality**  
Largest file size and highest quality (1440 x 1080) ▼

 **Use Recorded Timings and Narrations**  
Slides without timings will use the default duration (set below). This option includes ink and las... ▼

Seconds spent on each slide:  ▼



# Things to consider for YouTube:

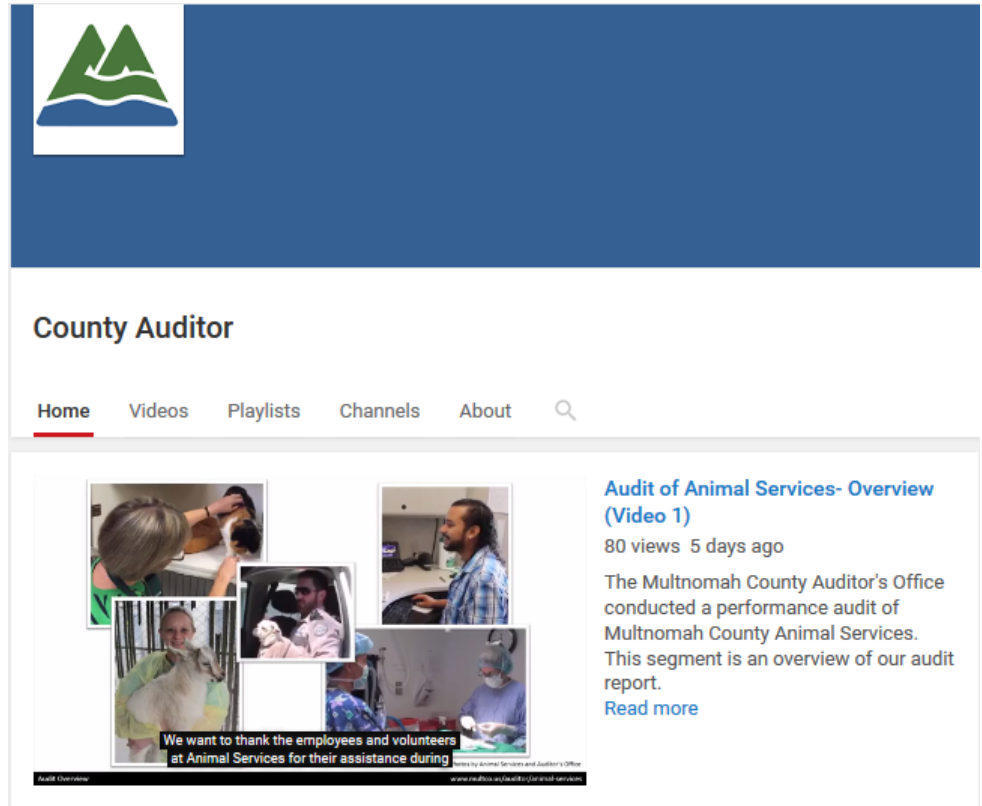
Best email account to use?

Channel description?

Comments on?

Thumbs up, thumbs down on?

Video key words?



The image shows a screenshot of a YouTube channel page for 'County Auditor'. The channel logo, featuring a stylized green mountain and blue waves, is in the top left. The channel name 'County Auditor' is centered below the logo. Navigation tabs for 'Home', 'Videos', 'Playlists', 'Channels', and 'About' are visible, with 'Home' selected. A search icon is on the right. The main content area displays a video thumbnail for 'Audit of Animal Services- Overview (Video 1)'. The thumbnail includes several photos: a woman with a dog, a man with a dog, a woman holding a dog, and a person in a lab coat. A text overlay on the thumbnail reads: 'We want to thank the employees and volunteers at Animal Services for their assistance during'. To the right of the video, the title 'Audit of Animal Services- Overview (Video 1)' is shown in blue, followed by '80 views 5 days ago'. Below this is a description: 'The Multnomah County Auditor's Office conducted a performance audit of Multnomah County Animal Services. This segment is an overview of our audit report.' A 'Read more' link is at the bottom of the description. At the bottom of the video player area, there is a small black bar with white text: 'Audit Overview' on the left and 'www.multco.us/audit/animal-services' on the right.



© YouTube

2  4 minutes long

**Original script:**

Prior to opening the Lombard Adoption Center, Animal Services hired a Community Outreach Manager. Part of the person’s job description was to develop communication plans, and manage outreach events. This person’s work history made them highly qualified to perform this job. However, due to poor planning, Animal Services had not developed a staffing plan for the Lombard Adoption Center, so they decided to put the Community Outreach Manager in charge of the adoption center. The adoption center is basically a small animal shelter. This would mean that the person in charge should be more like a Shelter Manager. The job description for a Shelter manager includes animal handling skills and advanced knowledge of animal behavior and health management. The person hired to be the Community Outreach Manager is qualified to do the job they were hired for and should not have been asked to perform the duties of a shelter manager.

**Final Script:**

Due to poor planning, Animal Services did not develop a staffing plan for the Lombard Adoption Center, so they decided to put the Community Outreach Manager in charge of the adoption center. This was a poor utilization of his skills and he lacked the animal handling background necessary to be successful in that role.

**Fresh**

**Lively**

**Relevant**

**Use images to punctuate**

**1 image per idea or sentence**



Photos by Auditor's Office





Photos from (left to right):  
[freeimages.com/photo/dog-1534529](https://www.freeimages.com/photo/dog-1534529)  
[freeimages.com/photographer/say\\_queso-41805](https://www.freeimages.com/photographer/say_queso-41805)  
[freeimages.com/photographer/abazur-39359](https://www.freeimages.com/photographer/abazur-39359)  
[freeimages.com/photographer/bigoss-34437](https://www.freeimages.com/photographer/bigoss-34437)

# CONTENT LICENSE AGREEMENT

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*LAST UPDATED: July 2015*

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# Record Keeping Excerpt

Audit of Animal Services- Records and Data (Video 3)



**Euthanasia Drug Log**



**Animal Records Database**

DAILY EUTHANASIA ACTIVITY REPORT

Date 3-4-15

Kennel	Impound #	Impound Date	Species	Weight animal	Sex/Kat #/Cage	Post-Proc #/Cage	Post-Proc #/Cage
<u>1686</u>	<u>566337</u>	<u>2-28</u>	<u>cat</u>	<u>5.4</u>		<u>3</u>	

**Animal Record** Animal ID: 567616, Issued By: MCAS

General | IDs/Owners | Intake/Out | Medical 1 | Medical 2 | Medical 3 | Output | Behavior | Ev

Location: Shelter Status: Euthanized

203 euthanized

Only 189 recorded in both the drug log and the animal database

Illustration designed by Freepik

Improve record keeping and data quality.

[www.multco.us/auditor/animal-services](http://www.multco.us/auditor/animal-services)

# Audit of Animal Services- Records and Data (Video 3)



**Euthanasia Drug Log**

**Animal Records Database**



DAILY EUTHANASIA ACTIVITY REPORT

Date 3-4-15

Kennel	Impound #	Impound Date	Species	Weight animal	Sex/Kat #/Cage	Post Perkt. #/Cage	Post Perkt. #/Cage	Post Perkt. #/Cage
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Illustration designed by Freepik

Improve record keeping and data quality.

[www.multco.us/auditor/animal-services](http://www.multco.us/auditor/animal-services)

**Contact us with any questions.**

[Nicole.Dewees@multco.us](mailto:Nicole.Dewees@multco.us)

[Jennifer.McGuirk@multco.us](mailto:Jennifer.McGuirk@multco.us)